



Product Safety Recall

Do you own this product?

Year 2024-23



Year 2022-19



Year 2018-17



Year 2016



Year 2015



DIAMONDBACK MASON 27.5 FROM 2014-2023



Why the product is recalled: These bicycles don't comply with the mandatory standard for bicycles. The front wheels may become loose and fall out if the quick-release (QR) skewer is not installed and tightened correctly.



Hazard: There is a risk of accident and serious injury to the user if the front wheel comes loose or falls out while the bicycle is moving.



What to do: Consumers with the recalled models should stop riding their bicycles immediately and contact Sheppard Cycles Australia Pty Ltd via phone on 1300 883 305 to arrange for a replacement skewer. For bicycles purchased at Big W: Sheppard Cycles will send the replacement skewer direct to the consumer.

Contact details: Consumers should contact Sheppard Cycles Australia Pty Ltd on Phone: 1300 883 305
Email: rework@sheppardcycles.com

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See productsafety.gov.au for
Australian product recall information